Jonathan Shaffer

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# Objective

To be an invaluable Junior Developer on a software development or sustainment team using my relevant technical knowledge and skills to help achieve near and long term goals.

# Education

**Southwestern Illinois Community College**

***Associates in Software Development | GPA: 3.8 | Graduating May 2016***

* Experience with Object Oriented programing: Java and C#
  + Working on Console Application “FightClub”; dealing with polymorphism, inheritance, and interfaces to create Characters to battle factoring in weapons used, hit points, character class, special abilities, etc.
  + Using Win Forms to build a “Rush Hour “board game algorithm solution.
* Experience with Web Development: Javascript, PHP, MySQL
* Deans List

**Southern Illinois University in Edwardsville**

***Bachelors Degree in Criminal Justice | GPA 2.95 | Graduated August 2012***

# Experience

**Home Depot** – O’Fallon, IL **March 2015 – Present**

Flooring Sales Specialist – Responsible for possessing extensive knowledge about flooring products and engaging with customers to help with flooring needs as well as closing sales with customers.

* Help teach and give creative options to customers regarding their specific flooring needs or concerns with DIY projects.
* Engage with customers about their flooring needs and share extensive knowledge on various flooring products sold; drive sales by consistently closing flooring quotes.
* Lead 2 hour clinics about how to install various kinds of flooring.
* Received Customer Service All Star Award for 2015 and multiple Associate of the Month Awards; beat monthly sales goals by over 110%.

**Walmart** – Glen Carbon, IL **March 2012 – February 2015**

Assistant Store Manager – Responsible for leading the General Merchandise team with meeting company deadlines for merchandising as well as ensuring departments were meeting sales goals.

* Effectively led associates in providing a friendly and clean environment for customers.
* Ensured seasonal merchandising displayed according to company standards and all deadlines met or exceeded. Helped teach, train, and mentor new and existing associates with the goal of furthering their career in the company.
* Helped teach, train, and mentor new and existing associates to help grow their career in the company.
* Analyzed and reviewed reports to help gauge and measure strengths and weaknesses of departments and help to provide creative solutions to increase sales.
* Aided with merchandising themes and flow of the store to create a better shopping experience for customers.
* Resolved customer issues in a timely manner to enhance future return visits.
* Executed an open door policy and made time for associates who needed work place issues addressed.

**62 Sports** – Roxana, IL **May 2008 – May 2012**

Event Manager – Responsible for leading a team and working with the customer to set up and run events ranging from after proms to large corporate events.

* Ensured customer concerns and expectations were heard and resolved before moving forward with a scheduled event.
* Led 30 team members and volunteers – practiced and enforced sage work practices and set expectations for the event.
* Managed hundreds of thousands of dollars’ worth of equipment – ensured properly loaded, unloaded and installed; maintained while in use; and not physically abused.
* Fostered an environment of fun and excitement for all attendees.